

Public Buildings

City of Newton Performance Management
April 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Clean and maintain City buildings					
		# of Work Orders Requested	337	300	37
		# of Work Orders Completed	239	325	86
		# of Work Orders Completed Per Day Per Craftsman	1.514	1.5	0
		Number of outstanding workorders	479	750	271
		% of emergency or safety requests completed within 24 hours	100	100	0
		% of high priority requests completed within 24 hours	78	95	17
		% of medium or low priority work requests completed within 7 days	74	90	16
2. Manage utility and energy upgrades and consumption					
		% reduction in Electricity Consumption from FY08	15	20	5
		% reduction in Natural Gas Consumption from FY08 (yearly)	17	10	7
		% reduction in Oil Consumption from FY08 (yearly)	21	20	1
3. Plan, implement, and oversee capital projects					
		% of capital projects under budget	86	95	9
		% of capital projects on schedule	73	95	22

Notes

Building maintenance data comes from the month prior to the reporting period.
Additional natural gas consumption is a result of heating system conversions from oil to gas, a cleaner and "greener" fuel source.